



American Embassy, Manama ♦ Human Resources Office

## **JOB VACANCY ANNOUNCEMENT CUSTOMER SERVICE ADVOCATE**

**Announcement Number: 09-11 (bis)**

---

**OPEN TO:** US Citizen Eligible Family Members (USEFMs), Eligible Family Members (EFMs) & US Members of Household (MOH) - All Agencies

**POSITION:** **CUSTOMER SERVICE ADVOCATE**

**OPENING DATE:** Tuesday, May 19, 2009

**CLOSING DATE:** COB June 2, 2009 or until filled

**WORK HOURS:** Full-time; 40 hours/week

**SALARY:** Position grade **FP-7** (\$33,817/year)  
*All FP position grades are determined by HR in Washington DC*

The American Embassy in Manama is seeking candidates for employment as a Customer Service Advocate in the Embassy's General Services Office.

### **BASIC FUNCTION OF THE POSITION**

The selected candidate serves as the main point of contact and customer service advocate between the Management Offices and their customers; ensures that requested services are delivered, that customers are given progress updates, and aids customers in resolving issues with services provided by the GSO/FMS office; fields all customer concerns and channels those to the appropriate office; works with service providers to establish measurable service standards; assists with the delivery of visit support as necessary; monitors the performance and quality of all services through the application of ICASS service standards; develops and conducts annual customer satisfaction surveys.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact extension, x2973.

### **QUALIFICATIONS REQUIRED**

*Note: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.*

- 1. Education:** Completion of secondary school (high school) is required.
- 2. Experience:** At least two years experience in a customer-service related position, property management or related fields is required.
- 3. Language:** Level 4 (fluent) spoken /written English is required.
- 4. Knowledge:** Excellent knowledge of word processing, spreadsheets, and database management is required; knowledge of or ability to quickly learn USG FAM / FAH regulations, ICASS and VIP visits are required.
- 5. Abilities & Skills:** Excellent interpersonal skills are required; excellent written and oral communication skills are required; good judgment, sensitivity, flexibility and patience are required.

### **SELECTION PROCESS**

When fully qualified, U.S. citizen Eligible Family Members (USEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate addresses the required qualifications above in the application. A USEFM does not have to be residing in Bahrain to be considered, but the sponsoring officer must be officially assigned to post.

### **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of “needs improvement” or “unsatisfactory” on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Current “not ordinarily resident employees” hired under a Personal Services Agreement are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

### **TO APPLY**

Interested applicants for this position must submit the following or the application will not be considered:

1. Optional Application for Federal Employment (OF-612); **or**
2. A current resume or *curriculum vitae* that provides the same information as an OF-612; **plus**
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application;
4. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above;
5. List any family members who are currently employed at the Embassy. Any omission in this area, either intentional or accidental, may be grounds for dismissal.

### **SUBMIT APPLICATION TO**

Human Resources Office

Attention: Vacancy Announcement 09-11 (bis)

U.S. Embassy Manama-Bahrain/P.O. Box 26431/Bahrain

Telephone: 17-242-700 /Fax: 17-242-807

E-mail: [ManamaHRO@state.gov](mailto:ManamaHRO@state.gov)

### **\* DEFINITIONS**

**U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- Spouse or unmarried child at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan, and either: (1) resides at the sponsoring employee’s or uniformed service member’s post of assignment abroad; or (2) resides at an Involuntary Separate Maintenance Allowance location authorized under 3 FAM 3232.2.

**Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:

- Spouse;
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.
- An EFM for this position must be a U.S. Citizen.

**Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

- A MOH is under COM authority and may include a parent, unmarried partner, and other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH for this position must be a U.S. Citizen.

**CLOSING DATE FOR THIS POSITION IS TUESDAY, JUNE 2, 2009 (OR UNTIL FILLED)**

**The American Embassy in Manama, Bahrain provides equal opportunity and fair and equitable treatment in employment to all people without regards to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal opportunity in all personnel operations through continuing diversity enhancement programs.**

---

Approved: MGT: GNavadel; Cleared: GSO: AAitken; FMO: HDesjadins